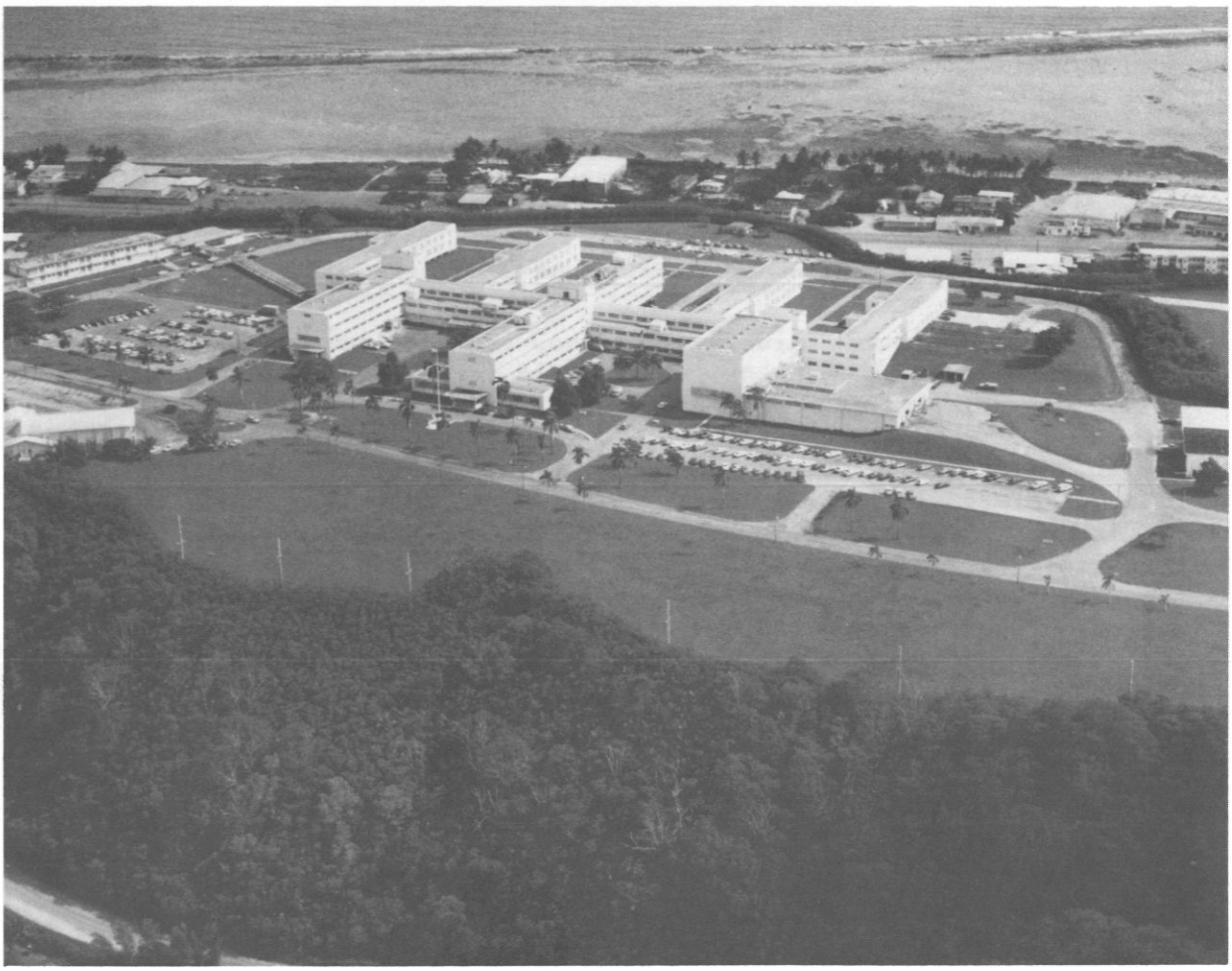
UNITED STATES
NAVAL REGIONAL MEDICAL CENTER
Guam, Mariana Islands

HEALTH INFORMATION GUIDE



MESSAGE FROM THE COMMANDING OFFICER

The U.S. Naval Regional Medical Center, Guam, with Branch Clinics at the U.S. Naval Station, U.S. Naval Air Station, and U.S. Naval Communication Area Master Station, is a short-term, acute care hospital offering both inpatient and outpatient care. The U.S. Naval Regional Medical Center, Guam, is fully accredited by the Joint Commission on Accreditation of Hospitals (JCAH). Serving an estimated 33,750 federal beneficiaries on Guam, NRMC and its Branch Clinics are staffed by specialists, general practitioners, nurse practitioners and physician assistants to provide a broad spectrum of medical care. The goal of Navy medicine is to keep all beneficiaries as healthy as possible. However, as everyone needs medical services at some time, this guide is offered to orient health care seekers to the several services available at NRMC and its Branch Clinics.

R.H. RAHE
Captain, Medical Corps
United States Navy
Commanding Officer

CONTENTS

	Page
Outpatient Clinics	1
Eligibiligy	1
Patient Recording Cards	2
Your Medical Record	2
Treatment Of Minors	3
Telephone Calls To Physicians	3
Letters Or Statements From Staff Physicians	4
Results Of Tests And Examinations	4
Parking	4
Smoking	5
Uniforms	5
Health Benefits/CHAMPUS Counseling	5
Military Sick Call	5
Emergency Room	5
Map Of The Hospital	6
Acute Care Clinic	8
Poison Control	8
Specialty Clinic	8
Appointments	9
Family Practice	9
Patient Contact Representative	9
Specialty Clinics	10
Other Services	10
Branch Clinics	10
NRMC Clinic Information	11
Other Numbers To Know	14

OUTPATIENT CLINICS

The Outpatient Clinics of NRMC, Guam, and the Branch Clinics, provide primary medical care to about 33,750 eligible beneficiaries on Guam. The purpose of this guide is to describe the services available and how to use them.

"Primary Care" is medical care provided initially for medical problems which do not require the immediate attention of a medical specialist. It involves the initial diagnosis and treatment of injuries and medical problems. You may be familiar with such terms as "Sick Call", "Dependent Sick Call", "Walk-In Clinic", etc. These are primary care areas.

Your primary care facility will be the Branch Clinic nearest your residence. Your outpatient treatment record is required to be maintained at that facility. For example, if you are assigned housing at the U.S. Naval Station, your record must be maintained at the U.S. Naval Station Branch Clinic, and you should seek your primary care at that facility. Active Duty personnel health records are held at the clinic supporting their duty station.

ELIGIBILITY

Active and Retired members of the Uniformed Services and their dependents and dependents of deceased active and retired members of the Uniformed Services are authorized medical care at NRMC, Guam, and its Branch Clinics. Certain other categories of patients (Stateside Civil Service employees and their dependents, Veterans Administration beneficiaries, etc.) may be provided care on a cost-reimbursable basis upon approval by the Commanding Officer, NRMC, Guam. Any questions concerning eligibility should be directed to Outpatient Administration, 344-9319 or 344-9286.

Each dependent 10 years or older is required to present valid Uniformed Services Identification and Privilege Card (DD 1173) each time he request medical care from either a uniformed service facility or civilian source. Normally, eligibility for children under 10 years of age will be established from the parent's identification card.

NOTE: (1) Dependent children of divorced parents are required to have an ID Card, regardless of age.

(2) It is recommended that stepchildren, regardless of age, whose last name is different from that of the sponsor, obtain a DD 1173 (Dependent ID Card) to obviate questions of eligibility.

(3) The reverse side of the Uniformed Services Identification and Privilege Card (DD 1173) must state that Medical Care Uniformed Services is authorized.

PATIENT RECORDING CARDS

NRMC, Guam, uses plastic addressograph cards (similar to credit cards) to quickly print your name and necessary information on your chart and various forms and requests such as X-ray, laboratory, etc.

This card will be prepared on your first visit. It will be kept in your Outpatient Medical Record. Please note that the plastic patient recording card does not replace your ID Card. Your ID Card must be presented when seeking medical care to establish your eligibility for treatment.

YOUR MEDICAL RECORD

Your medical record is the key to your health care. It contains a chronological record of your medical problems, and is essential for the evaluation and management of any problems you may have.

The record itself is the property of the U.S. Government. By regulation, and more recently by law, the information in your record is held in strict confidence between you and your health care team. You will be asked to sign a statement regarding your medical record. Put quite simply, no information can be given to anyone other than you or a military activity (except as provided by specific laws such as information on communicable diseases reported to the Public Health Officials). What this means to you is that we must have your written permission before we can release any information to schools, insurance companies, and even other non-military physicians.

When you arrive on Guam, we hope you have your record with you. We can simply enter the record into our system and there is no break in the continuing treatment process. If you arrive on Guam without your records, advise the facility records office and they will send for your family's records.

When you leave Guam to change duty stations, we encourage you to take your family's records with you. However, each adult member of the family must pick up his or her own record. This is the law. We cannot release a wife's medical record to the husband, or vice versa, without written consent. If you intend to pick up the entire family's records, we MUST have WRITTEN permission from each adult before we can release the record.

If your spouse is leaving the Service, we will retain your record at NRMC, Guam, for two years. Your physician may obtain a copy of your records by asking for them, provided we also receive your written permission to release the records. We do not send copies of records to civilian physicians without the physician's written request.

Remember, your medical record is very important to any physician that may treat you. You can help by insisting that all pertinent information is included.

TREATMENT OF MINORS

Medical or surgical treatment of persons under 18 years of age can be undertaken ONLY with the express permission of a parent or guardian, EXCEPT in cases of a life-threatening emergency. That is the essence of the law and we are bound by it. What this means is that you must make prior arrangements for medical treatment of your children if you work, are going on a trip, or are ill and ask a neighbor to bring one of your children in for treatment.

What you can do:

(1) If you leave your children with a babysitter or neighbor or relative, you can give that person authority to bring the child in for treatment by completing a "Temporary Guardianship" form. These forms are available at NRMC Outpatient Administration and all Branch Clinics.

Remember, it is our policy to limit the treatment given to routine treatment and to notify the parents or guardians before any major therapy is given. Therefore, your permission is given for routine, minor medical treatment. You will be notified of any major problems requiring treatment.

To avoid needless suffering and delay of treatment, it is essential that you give written permission before the care is needed. If you have a special problem, contact Outpatient Administration at 344-9319.

TELEPHONE CALLS TO PHYSICIANS

You may have on occasion telephoned one of the staff physicians during clinic hours. It is the policy of this Medical Center not to disturb physicians while they are treating patients. Clinic personnel will take your message and your call will be returned. All calls of an emergency nature should be directed to the Emergency Room, 344-9232.

If you must call a physician during clinic hours, please be prepared to give the following information:

(1) Your name and sponsor's Social Security number.

(2) Name of physician.

(3) Patient's name (when you call about children).

(4) The purpose of your call (this will enable the physician to better answer your question).

Home phone numbers of staff officers will not be given out. If you need a physician after clinic hours, call the Emergency Room at 344-9232.

LETTERS OR STATEMENT FROM STAFF PHYSICIANS

During your tour on Guam, it may be necessary for you to get a written statement from one of our staff physicians for a school program, a job application, or some other reason. Statements will be limited to information pertaining to a diagnosis, treatment and/or prognosis. Tailoring of statements to satisfy a specific purpose will not normally be done, except in cases where medical contraindications exist as determined by the attending physician, for instance, a dependent member requiring specialized medical care accompanying the sponsor to an isolated duty station where the services of a large Medical Center are not available.

Our experience has shown that we can respond to your needs for these letters or statements better if the request is directed to the clinic administrative staff, rather than the individual physicians. If you need a written statement from our staff, please call the Outpatient Administrative Office at 344-9319 or the Branch Clinic at which you receive primary care and give the following information:

(1) Your name or patient's name.

(2) The kind of statement you need.

(3) For whom the statement is intended.

(4) Any other pertinent information.

All request for statements must be in writing and we must have your written permission to release the information from your medical records.

RESULTS OF TESTS AND EXAMINATIONS

From time to time, you may want to find out the results of a laboratory test or some other examination. These results will not be given out over the phone or in person by clinic staff. Only your physician or another physician can interpret a test or examination in your particular case.

PARKING

A parking lot exclusively for the use of outpatients is located adjacent to Outpatient entrance on the south side of the Main Building at NRMC. Handicap parking is also available. Six spaces have been marked with signs that say Handicap Only. Please do not park in these areas unless you are handicapped or driving someone who is. Branch clinics all have ample parking adjacent to their structures. Please do not leave children or pets unattended in parked vehicles.

SMOKING

Throughout the NRMC clinical areas you will notice signs discouraging or banning smoking. We are concerned about your health and do discourage smoking within our medical facilities. We also ask you to consider the health hazards of smoke to the other patients who do not smoke and may be adversely affected by your smoking.

UNIFORMS

Active duty military personnel who are in a duty status and making non-emergency visits should be in appropriate uniform in order that you may be afforded more expeditious treatment.

HEALTH BENEFITS/CHAMPUS COUNSELING

The Health Benefits Counselor is located in the Outpatient Administrative Office. Any questions concerning CHAMPUS or similar subjects can be handled at this office. Telephone 344-9286 or 344-9319.

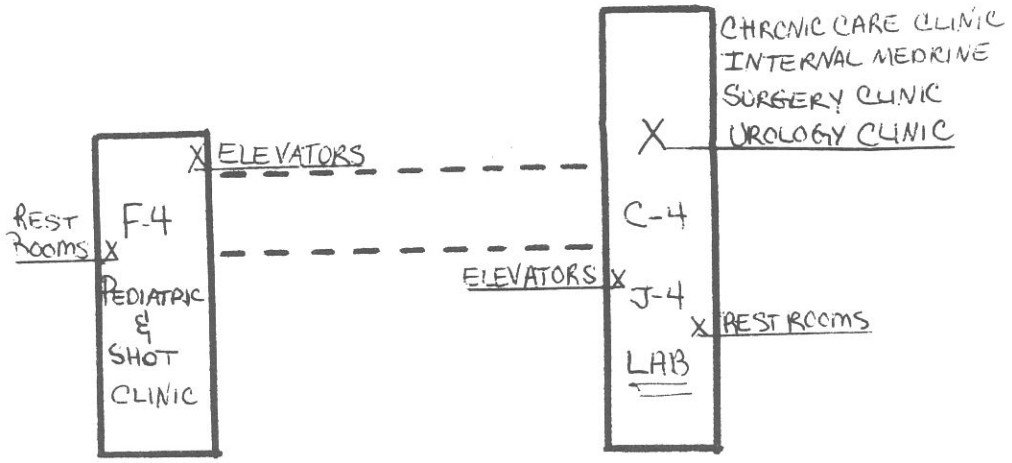
MILITARY SICK CALL

Military Sick Call is conducted daily, Monday through Friday, at the NRMC Emergency Room located in Wing F. Branch Clinic hours are listed elsewhere in this guide. Check-in time is between 0745-0815 and 1245-1315. Sick Call at NRMC is limited to staff and personnel from commands directly supported by NRMC. All other active duty personnel will be seen at the Branch Clinic supporting their command.

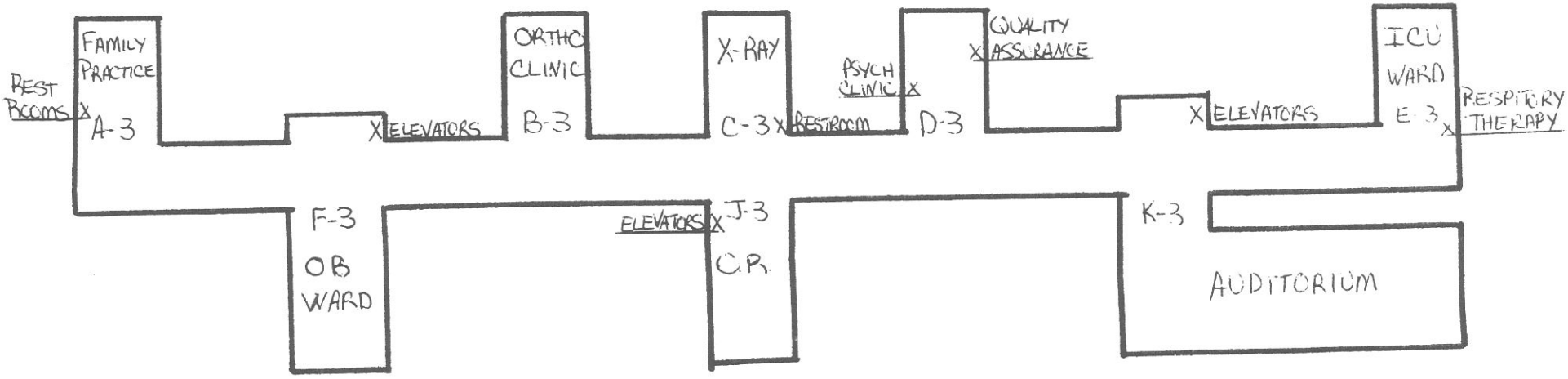
EMERGENCY ROOM

The Emergency Room at NRMC, Guam, is staffed 24 hours a day, 7 days a week, for treatment of acute medical problems and accidents. A tendency has developed for people to use the Emergency Room services for routine, minor and chronic problems in the belief that they will be seen faster. Our experience indicates this is not the case. The staffing of the Emergency Room is small compared to the staffing of the other clinics. While the staffing is adequate for emergency problems, they are not geared to the operation of general clinic activity.

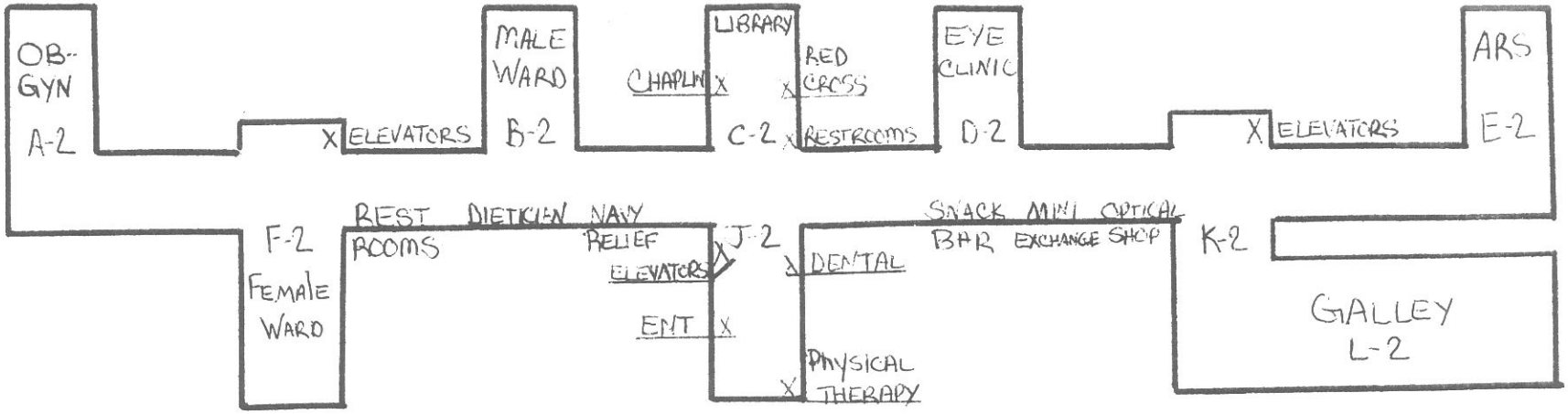
The Emergency Room can be reached by calling 344-9232 or 344-9267. The Emergency Room staff is prepared to answer questions. However, it is the policy of this command not to diagnose or prescribe treatment over the phone.



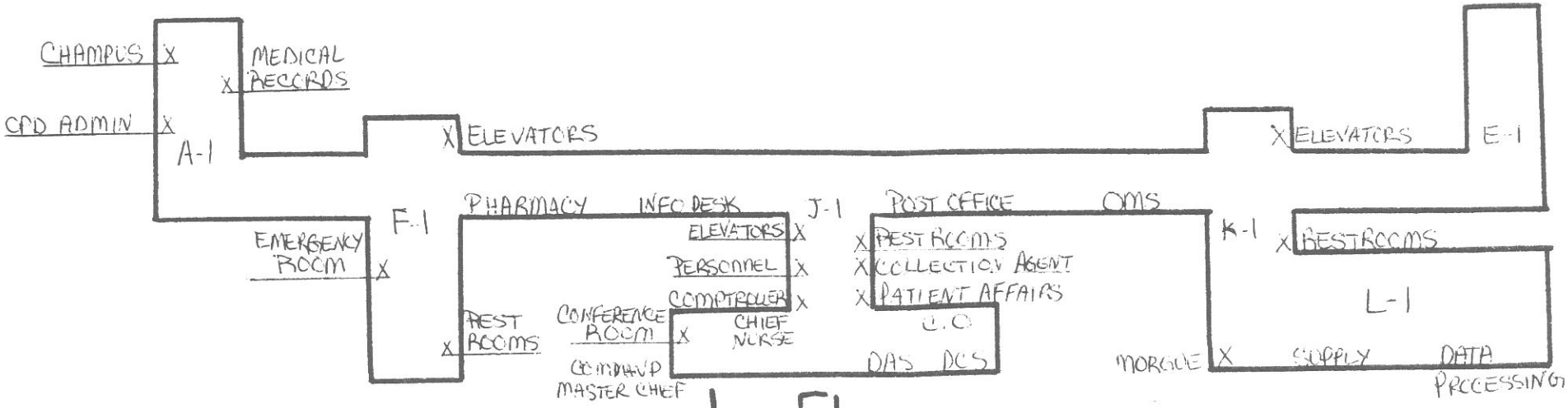
4th Floor



3RD Floor



2nd Floor



1st Floor

ACUTE CARE CLINIC

The Acute Care Clinic operates from 0900-1100 and 1300-1600, Monday through Friday. The clinic is closed Thursday afternoons 1300-1600. It is located in the Emergency Room. The telephone number is 344-9232 or 344-9267.

This clinic is designated for use by all adult patients with acute problems who are not enrolled in the Family Practice Clinic. For follow-up problems, patients should attempt to see their regular physician.

Pediatric patients under 16 years of age who are not enrolled in the Family Practice Clinic system are normally seen in the Pediatric Clinic located in Wing F-4. This clinic can be reached for appointments by calling 344-9231 or 344-9418.

Branch Clinics operate on a similar system and hours and telephone numbers are listed elsewhere in this guide.

POISON CONTROL

The U.S. Naval Regional Medical Center, Guam, is the Poison Control Center for the island. It can be reached by calling 344-9232 or 344-9267.

SPECIALTY CLINIC

Specialty Clinic for Surgery, Internal Medicine, Orthopedics, OB/GYN, Pediatrics, Psychiatry, Urology, Optometry, Ophthalmology, and Physical Therapy are maintained at NRMC, Guam, on a full-time basis. Also available are complete Laboratory, Radiology (X-ray), Pharmacy and Dietitian Services. The telephone numbers are listed elsewhere in this guide.

Our specialty clinic capability is subject to change from time to time due to transfer of physicians, leave, TAD, etc. Availability of service can be verified by either calling the clinic or by calling Outpatient Administrative Office at 344-9319.

Dependent and retired service members have the option of receiving outpatient specialty care either here at NRMC or on a cost-sharing basis under the Basis CHAMPUS Program (Outpatient). Information on this can be obtained by calling 344-9286.

To be initially seen in a specialty clinic at NRMC, Guam, you must be referred by a physician or a physician assistant in the Acute Care Clinic or the appropriate Branch Clinic.

APPOINTMENTS

Once you have been referred by a physician or physician assistant, appointments can be made or confirmed by calling the specialty clinic at the number listed in this guide for that clinic.

In the event that you must cancel any clinic appointment, please notify that clinic as soon as possible so that another patient's name may be scheduled for that time.

FAMILY PRACTICE

This program is available at the Naval Regional Medical Center and most Branch Clinics here on Guam. The program consists of a "Team" of health care professionals who are available to assist you and your family in obtaining the best possible medical care available. The Family Practice Clinic will provide comprehensive medical care to its members which include Active Duty personnel and their families, retired military families who are permanent residents on Guam, and families whose sponsor is on Active Duty and on an unaccompanied tour off-island. The clinic will provide Active Duty females members of Family Practice obstetrical and gynecological care.

The clinic will be open daily from 0800 until 1630, Monday through Friday. There will be no walk-in! Appointments for acute care will be available daily from 0800 to 0900 and from 1300 to 1400. Active Duty members will have priority. Routine appointments may be made up to one month in advance. The phone number for the Family Practice Clinic at NRMC is 344-9227.

To enroll in the Family Practice Program, the sponsor or spouse must obtain an application for enrollment. After completing the application, turn it in to the Family Practice Secretary. At times the waiting time for acceptance into the program can extend 6-8 weeks, therefore, patients may seek medical treatment at either the Acute Care Clinic located at NRMC or at one of the Branch Clinics.

PATIENT CONTACT REPRESENTATIVE

In order to continue and further improve our quality of care, the establishment of a Patient Contact Program has been included as another of our many services to you, the patient. The Commanding Officer of NRMC, Guam has appointed a Command Patient Contact Representative for the various clinics to handle any problems or complaints. Their pictures and phone numbers will be displayed in all areas of their responsibilities. This will make clear any questions you may have as to whom and where you may voice your complaint/problem.

SPECIALTY CLINICS

The following clinics require referrals from physicians or physician assistants from the NRMC Acute Care Clinic or appropriate Branch Clinics.

FAMILY PRACTICE	344-9227
INTERNAL MEDICINE	344-9215
OB/GYN	344-9326
OPTOMETRY	344-9213
OPHTHALMOLOGY	344-9213
PEDIATRICS	344-9231
PSYCHIATRY	344-9401
SURGERY	344-9438
UROLOGY	344-9323
ENT	344-9271

OTHER SERVICES

LABORATORY	344-9280
PHARMACY	344-9265
RADIOLOGY	344-9274

BRANCH CLINICS

U.S. NAVAL STATION — 339-4224
Dependents: Monday through Friday; 0900-1100
Active Duty: Monday through Friday; 0730-0900 and 1300-1400

U.S. NAVAL AIR STATION — 344-4140
Dependents: Monday through Friday; 0900-1000 and 1400-1500
Active Duty: Monday through Friday; 0730-0930 and 1300-1400

U.S. NAVAL COMMUNICATION AREA MASTER STATION — 355-5635
Dependents: Monday through Friday; Appointments Only
Active Duty: Monday through Friday; 0730-0930 and 1400-1500

Branch Clinics are manned 24 hours a day.

We strive to provide the best health care possible. Any questions regarding health care delivery system should be brought to the attention of the Commanding Officer by writing to the below address:

Commanding Officer
U.S. Naval Regional Medical Center
FPO San Francisco 96630

or by calling the Outpatient Administrative Service at 344-9319.

NRMC CLINIC INFORMATION

SERVICE/CLINIC	TELEPHONE	HOURS	LOCATION	NOTES ON SERVICE
Acute Care Clinic	344-9267	Mon-Wed: 0800-1600 Thur: 0800-1100 Fri: 0800-1600	1st Floor F-1	No appointments needed.
Active Duty Sick Call	344-9267	Mon-Fri: 0745-0815 1245-1315	1st Floor F-1	No appointments needed.
Alcohol Rehabilitation Service	344-9266	Mon-Fri: 0800-1630	2nd Floor E-2	AA Open Meeting held Tuesdays.
Chronic Care Clinic	344-9268	Tue & Thur: 1300-1530	4th Floor C-4	Seen by referral only.
Dental Clinic	344-9269 344-9396	Mon-Fri: 0800-1630	2nd Floor J-2	NRMC Clinic is for staff. Space available for dependents of staff.
Ear, Nose & Throat	344-9271	Mon,Thur, Fri 0800-1630 Tue & Wed: 1300-1630	2nd Floor J-2	By referral only.
EKG	344-9240	Mon-Fri: 0800-1630	3rd Floor E-3	By referral only.

SERVICE/CLINIC	TELEPHONE	HOURS	LOCATION	NOTES ON SERVICE
Emergency Room	344-9232 344-9267	24 hours a day, 7 days a week.	1st Floor F-1	Walk-in. No appointments needed.
Eye Clinic	344-9213	Mon-Fri: 0800-1630	2nd Floor D-2	By appointment only.
Visual Screening (Glasses)		Tue: 0800-1100 1300-1500		Walk-in with health record.
Optical Service	344-9217	Mon-Fri: 0800-1630		Active Duty and Retired only. Check in with Eye Clinic prior to entering.
Family Practice	344-9227 344-9202 344-9460	Mon-Fri: 0800-1630	3rd Floor A-3	Must be a member of Family Practice.
Obstetrics		Tue, Wed, Fri 0800-1530		
Well Baby Checks		Tue & Wed: 0800-1100		By appointment only.
Wart Clinic		Fri: 1330-1500		By referral only.
Internal Medicine	344-9215 344-9225	Mon-Fri: 0800-1630	4th Floor C-4	Appointment basis only. Call between 1000-1130 or 1300-1500.
Nutrition Clinic	344-9227 344-9202	Mon-Fri: 0900-1600	3rd Floor A-3	By referral only.
OB/GYN	344-9326 344-9327 344-9328	Mon-Fri: 0800-1630 CLOSED THUR 0800-1300	2nd Floor A-2	By referral only. Appointment basis only.
New Prenatal Interview/ Registration		Mon: 0800-1030		Walk-In.

SERVICE/CLINIC	TELEPHONE	HOURS	LOCATION	NOTES ON SERVICE
Orthopedic Clinic	344-9315 344-9343	Mon, Wed, Fri 0800-1630	3rd Floor B-3	Appointment and referral basis only. Must have a consult and X-ray.
Cast Room		Mon-Fri: 0800-1630		
Pediatrics	344-9231 344-9418	Mon-Fri: 0800-1630 CLOSED THUR 1300-1630	4th Floor F-4	Appointment basis only.
Immunizations		Mon & Fri: 0900-1100 1300-1500 Tue, Wed, Thur 0900-1100		Walk-In
Ear Rechecks		Mon: 1430-1500		
PPDs		Mon: 0900-1100 1300-1500 Tue & Wed: 0900-1100		Walk-In
Well Baby Clinic		Tue & Wed: 1300-1600		
Pharmacy	344-9265	24 hours a day, 7 days a week.	1st Floor	ID Card must be presented.
Physical Therapy	344-9272	Mon-Fri: 0800-1630	2nd Floor J-2	By referral only.
Psychiatry	344-9401	Mon-Fri: 0800-1630	3rd Floor D-3	By referral only.
Record Room	344-9275 344-9264	Mon-Fri: 0800-1630	1st Floor A-1	

SERVICE/CLINIC	TELEPHONE	HOURS	LOCATION	NOTES ON SERVICE
Surgical	344-9438	Mon, Wed, Thur 0900-1100	4th Floor C-4	Appointment basis only. Call Tue and Fri 0800-1130.
Urology	344-9323	Tue, Thur, Fri 0800-1130	4th Floor C-4	Appointment basis only.
X-ray	344-9274	Mon-Fri: 0800-1630	3rd Floor C-3	
OB Ultrasounds		Mon-Fri: 0900-1100		By referral only.
All other Ultrasounds		Mon, Tue, Wed, and Fri: 1300-1430		By referral only.

OTHER NUMBERS TO KNOW

AMBULANCE — 344-9351
24 hours a day - 7 days a week

ADMISSION ROOM — 344-9356
Monday through Friday - 0800-1630
For admissions after hours, contact the Chief of the Day. — 344-9340

CHAMPUS OFFICE — 344-9286
Monday through Friday - 0800-1630

FIRE DEPARTMENT — 2-2222
24 hours a day - 7 days a week

INFORMATION/CHIEF OF THE DAY — 344-9340
24 hours a day - 7 days a week

NAVY RELIEF — 342-1135
Monday, Wednesday & Friday - 1000 - 1400 — 342-3134

OUTPATIENT ADMINISTRATION — 344-9319
Monday through Friday - 0800-1630

PATIENT AFFAIRS — 344-9249
Monday through Friday - 0800-1630

RED CROSS — 344-9245
Monday through Friday - 0800-1630

WARDS

B-2	Men's Ward	344-9415
E-3	Intensive Care Unit	344-9204
F-2	Women's Ward	344-9403
F-2	Pediatric Ward	344-9420
F-3	Maternity/Delivery Room	344-9375
F-3	Newborn Nursery	344-9413

Notes